# Give Your Customers What They're Asking For

## Customer Engagement & Self Service

Ninety percent of customers expect a self-service option to handle questions and complaints. Your ability to drive a better customer experience through self-service will improve customer relationships, boost organizational efficiency, and increase profits.

Our team helps organizations evolve from legacy technology and silos of information across departments, applications, and platforms to a modern customer-centric, self-service enabled environment.

## Services That Transform the Customer Experience

### Advisory Services

We'll partner with our clients to develop solutions along with a process of continuous improvement using technology and applications.

### Strategy & Customer Journey Mapping

Develop a deep understanding of how your customers interact with your company and where self-service fits into their journey.

### Application Development

A user interface and functions that will make your company stand out from the crowd.

### Mobile Transitions

Applications will support touch interactions and adapt to a large range of screen sizes and pixel densities.

### Customer Service Application Integration

Existing customer service applications will be incorporated into the new self-service environment.

# Why Work with Datavail?

### Our Self-Service Implementation Track Record

30% increase in use of self-service system, 65% reduction in call center inquiries,15-20% reduction in call center costs.

### Our Team's Breadth of Experience

Self-service success requires expertise from different team members, including enterprise architects, software and web developers, user interface and experience designers, business analysts, and more.

### Quality Assurance

Quality audits, code quality improvement and quality program implementation.

### Strong Partnerships & Certifications

Microsoft Gold Partner, Oracle Platinum Partner, and certifications across the top technology platforms.

## We've Done this Before

**1,000+**
Professionals

**24x7**
Managed Services

**400+**
Clients

**1,000,000s**
Of Lines of Code

**100+**
Heterogeneous Environments Integrated

**1,000,000+**
Active Users Supported Across our Managed Applications

**200,000+**
Databases Supported (All major platforms)

## Technology Capabilities

### Web/Front End/Mobile/UX
- HTML, CSS (Bootstrap)
- JavaScript Frameworks (Angular, React)

### Application Platforms
- Microsoft Dynamics 365 CRM
- SharePoint
- Custom .NET
- CMS Solutions - Agility, SiteCore, EpiServer
- Office 365
- Azure

### System Integration
- BizTalk
- SSIS

### Data & Visualization
- SQL Server, Oracle, IBM, MongoDB
- Power BI, Tableau, OBIEE
- SSRS

### Consulting Services
- UX

## datavail
BI/Analytics • Applications • Databases

## Connect with us to learn more!
Call us: 877.634.9222 | Visit us online: www.datavail.com